



PATENT

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicant: Hassan Pirasteh, et al. : Paper No:

Serial No. 09/593,795 : Group Art:

Filed: June 14, 2000 : Examiner:

For: METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY
IVR

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REVOCATION AND NEW APPOINTMENT BY ASSIGNEE

THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Dear Sir:

The undersigned, being Assignee of the entire interest in and to the above application, hereby revokes all former Powers of Attorney and appoints Ria Farrell Schalnatt, Registration No. 47,058; Edwin R. Acheson, Jr., Registration No. 31,808; Stephen R. Albainy-Jenei, Registration No. 41,487; David E. Franklin, Registration No. 39,194; William E. Gallagher, Registration No. 35,145; Steven J. Goldstein, Registration No. 28,079; James M. Kipling, Registration No. 26,287; Ann G. Robinson, Registration No. 39,820; David E. Schmit, Registration No. 28,472; Karlyn A. Schnapp, Registration No. 45,558; Ralph J. Skinkiss, Registration No. 26,105; and Kevin S. Sprecher, Registration No. 42,165; c/o Frost Brown Todd LLC, 2200 PNC Center, 201 East Fifth Street, Cincinnati, Ohio 45202 (513) 651-6800, attorneys, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent Office connected therewith.

CONVERGYS CMG UTAH, INC.

Date February 12, 2002

By: R. Farrell Schalnatt

Title: Vice president

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26874

PATENT TRADEMARK OFFICE

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Applicants: Hassan Pirasteh, et al : Paper No:
Serial No. 09/593,795 : Group Art Unit:
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TRANSMITTAL OF REVOCATION AND NEW APPOINTMENT BY ASSIGNEE

THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Dear Sir:

Enclosed herewith is a Revocation and New Appointment By Assignee for the each of the applicants in the above-identified application or patent.

Please address all future communications to:

Ria Farrell Schalnati
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201 East Fifth Street
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Please direct all telephone calls to me as follows:

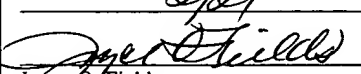
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Respectfully submitted,

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to The Assistant Commissioner for Patents, Washington, D.C. 20231, on 2/21, 2002.


Joyce O. Fields

By 

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